



**Australian
Industrial Truck
Association**

Fair Wear and Tear Guide



Developed by AITA members
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Version 2, 2018

AITA Forklift Fair Wear and Tear Guide

Contents

Introduction.....	2
Responsibility	2
Definition of Damage.....	2
Explanation of Misuse.....	2
General	2
Books and Manuals	3
Appearance	3
Additional Equipment.....	3
Modifications/Tampering	3
Badges, Labels and Decals	3
Keys/Security and Fleet Management Systems	3
Operator Error.....	3
Exterior	4
Body Damage	4
Overhead Guard and Cabin.....	5
Truck Lighting and Working Lamps	6
Operator's Compartment	7
Seat	8
Vehicle Underside.....	8
Underside	8
Axles, Wheels and Rollers	9
Mechanical	10
Internal Combustion Engine / Transmission	10
Brakes.....	10
Mast.....	11
Tiller on Pedestrian Controlled Industrial Trucks	12
Electrical.....	13
Electric Motors and Electrical System	13
Batteries and Chargers.....	13
Attachments.....	14
Fork Carriage, Attachments and Hosing.....	14
Fork.....	15

Introduction

The Australian Industrial Truck Association (AITA) is the national peak body representing the interests of major suppliers of lift trucks and associated equipment in Australia. Its membership includes most of the manufacturers and importers of lift handling equipment and other major companies and suppliers associated with the industry.

Since its formation in 1961, the Association has become increasingly recognised for providing a strong voice for the industry. The major focus of the AITA is to ensure the highest possible standards of performance, safety and client satisfaction.

The AITA plays an active role in the development of Australian and International Standards for the forklift industry and in promoting the highest standards of safe use of equipment through the development of guidance documents on topical issues and the conduct of annual Forklift Safety Seminars to inform industry and users of forklift equipment.

The purpose of this document is to give a guide to what is considered within the industry as “Fair Wear and Tear”. During the contract term, age related deterioration of the equipment will naturally occur, this is known as “Fair Wear and Tear”. Importantly, the term “Fair Wear and Tear” only relates to equipment that is being used in compliance with the Operating Instructions, where daily checks are carried out by the operator, and regular servicing is carried out using recommended parts and lubricants by an authorised service agent.

“Fair Wear and Tear” should not be confused with damage or excessive wear and tear. Damage and excessive Wear and Tear occurs as a direct result of misuse, abuse, lack of attention to preventative measures, poor application or environmental conditions.

Users are financially responsible for the repair or make good costs if the equipment is returned with an unreasonable level of wear and tear at the end of the rental period.

Responsibility

The Supplier has a responsibility to monitor and maintain the truck or unit. They should ensure the servicing follows the manufacturer’s recommended schedule and use approved service agents and recommended parts.

Users have a responsibility to note any damage, mechanical problems or areas of worsening wear and tear in the relevant log or inspection book and notify their supplier.

Conduct pre-operational checks (oil, tyres, radiator, battery etc.) as required by the supplier, and record the inspection in a log book or fleet management system.

Do not use the machine beyond its capacity as stated on the nameplate.

Regularly clean the bodywork, upholstery and cabin.

Definition of Damage

Damage is the most commonly used term when dealing with out of contract costs, especially on contract hire machines. Damage can occur for many reasons, either accidental or intentional and is frequently associated with damage to building and facilities. Personal injuries are also possible. The damage cost of the surrounding can be considerably higher than the forklift itself.

The examples in this document refer to wear/damage etc that has occurred to a new truck. If a truck is not in “as new” condition at the start of the period, any wear or damage should be noted by all parties before the truck goes out, to avoid a dispute when it is returned.

Explanation of Misuse

Misuse means a truck is being used for purposes that it was not designed for, and could be dangerous and/or unsafe. Misuse often leads to the truck being damaged. Some common examples of misuse are:

- The truck being used when warning indicators are lit, especially if the warning indicates an overheated motor or engine, low oil level in the engine or the hydraulic system.
- The truck is being operated despite it having obvious faults.

- The truck being used after it has been damaged in an accident or used whilst being repaired without the approval of the supplier.
- Use of contaminated or incorrect fuels or oils.
- Lifting loads which are heavier, wider, not uniformly loaded or higher than the truck is designed for. This may cause damage to the mast, lift chains, fork carriage, forks or attachments and may even cause the truck to overturn.
- Badly stacked loads which may fall down during lifting or lowering and damage mast, hydraulic system or cabin/overhead guard.
- Trucks being used to push or drag loads which are resting on the ground, especially if chains or ropes are used to do this.
- Inadequate cleaning of trucks used in fibrous, dusty or aggressive environments.
- Using an attachment to lift a load for which it is not designed.
- Unauthorised modifications.

General

Books and Manuals

All operators' manuals and other documents relating to the machine are the responsibility of the user and must be returned at the completion of the rental period.

Appearance

Regular cleaning of the machine is required; taking care that the cleaning method is reasonable and complies with any manufacturer's instructions.

The machine should be returned suitably clean to allow inspection of equipment condition.

Additional Equipment

All items supplied with the truck must be present, complete and fully operational when the truck is returned. Examples included Safety System, Camera System, Lighting, Weight Gauges, Fire Extinguishers, Battery Charger, LPG Gas Bottle, Attachments, Fleet Management Systems, etc.

Modifications/Tampering

Trucks or their attachments shall not be modified in any way, except with the prior approval of the manufacturer. The approved accessories that have been installed by the customer are to be removed and any holes or damage should be made good to a professional standard. Examples may include communication systems, work holders, tool boxes and electrical and hydraulic circuits.

Badges, Labels and Decals

Any non-standard badges or labels attached to the bodywork or glass must be removed, and any damage caused by their attachment or removal must be made good before the truck is returned.

Keys/Security and Fleet Management Systems

All keys must be returned with the truck. Similarly, if the truck was supplied with a security system, then this must be intact and in working order.

Operator Error

Operators can cause machine failures, some examples include:

- Failure to complete the daily checks may result in damage.
- Leaving lights on flattens batteries, which can lead to non-start and require a service call for premature battery failure and replacement.
- Starter motor problems due to over cranking.

Exterior

Body Damage

Acceptable

- Protective panels and covers present and undamaged
- Minor dents within 20mm diameter and light scratches up to 25mm in length, where the paint surface has not been penetrated
- Counterweight mounted and aligned in original condition
- Towing coupling/pin present and working



Unacceptable

- Mechanical deformation of supporting components, panels and covers
- Broken, cracked or deformed plastic components
- Multiple dents occurring in a single panel or dents larger than 20mm in diameter and abrasions of more than 25mm in length
- Major decal residue, customer painting or graffiti
- Unapproved modifications
- Protective grill or panel missing or damaged
- Towing pin missing or damaged
- Removal of compliance and/or rating plates



Overhead Guard and Cabin

Acceptable

- Front and rear panels and doors complete, not deformed and fully functioning
- Windscreens undamaged and free from major scratches
- Wiper blades and windscreen washer system operating
- All cabin functions working (Front and Rear Wipers, Air Conditioning System, Roof Panel, Mirror, Window opening mechanism)

Unacceptable

- Overhead Guard, Cabin panels, or Cabin components shall not be dented, deformed and/or damaged
- No holes or unauthorized penetrations should be made to the Overhead Guard structure
- Damage to cabin accessories



Exterior

Truck lighting and working lamps

Acceptable

- Complete as originally supplied and in working order
- Plastic casings, bulb holders and glass undamaged

Unacceptable

- Missing, damaged or broken lights
- Cracks, fractures or deep scratches in the glass
- Bent headlight mountings or protective frames



Operator's compartment

Acceptable

- Steering wheel and steering wheel knob functioning
- Hydraulic levers working
- Display and gauges operative
- Floor plate present and normal wear and soiling is acceptable
- Plastic enclosures unbroken and not cracked or fractured



Unacceptable

- Broken, bent or damaged hydraulic levers
- Display not working or with the glass badly scratched
- Switches and levers damaged or missing
- Deformation, deep scratches, holes, cracks or fractures in the dashboard
- Missing covers
- Strong discoloration due to oil, paint or chemicals
- Metal floor plate or anti-slip covering missing



Exterior

Seat

Acceptable

- All seat adjustments working correctly including seat contact switch
- No major parts broken off or large splits in the cushions (minor tears and scratches are acceptable)
- Seat belt working correctly without a cut or frayed belt



Unacceptable

- Missing seat parts (e.g. rear cover)
- Seat cushions with parts broken off or large splits
- Missing or inoperative restraint system covering
- Seat and seat belt intact without cuts, frays or evidence of tampering
- Damaged or inoperative seat adjustment controls



Vehicle Underside

Underside

Acceptable

- Minor dents and deformation to machine underbody, covers or protective mounts is acceptable where surface damage has not exposed the underlying steel structure

Unacceptable

- Any major impact damage to components or machine chassis frame is unacceptable

Axles, wheels and rollers

Acceptable

- Drive and steer axles fully functioning, without leaks, external damaging or making excessive noise
- Free from shrink wrap and other binding materials
- Fork, tynes and rollers within visible wear limits
- Wheel rims without deformation and wheel fixings complete
- Rollers and wheels operative and free from dirt or obstruction



Unacceptable

- Leaks or external damage
- Deformation of the tread and tyre walls. Broken off parts and/or considerable cuts or chunking in the tyre surface
- Wheel fixings sheared or missing
- Damage resulting from foreign materials (e.g. shrink wrap bound inside wheels)
- Damage to wheels or rims
- Tyres fitted that don't comply with manufacturers or suppliers recommendations (e.g. ply rating)



Mechanical

Internal Combustion Engine / Transmission

Acceptable

- Complete as originally supplied and in working order
- Oil and fluid levels in accordance with manufacturers or suppliers recommendations

Unacceptable

- Damaged engine and or ancillary components
- Oil or fluid leaks from the engine or hydraulic system due to damage
- Damage to the exhaust system
- Damaged or missing LP gas cylinder, mountings, hoses or covers
- Debris and foreign matter within the engine compartment
- Fuel or fluid system contamination
- Engine cooling system not functioning correctly due to debris or damage
- Transmission slipping, erratic gear or direction changing, or noisy faults caused by operator abuse

Brakes

Acceptable

- Service and Parking brake in working order

Unacceptable

- Brake system not operating correctly due to damage
- Missing parts or brake system components
- Damage to brakes systems caused by foreign matter or abuse



Mechanical

Mast

Acceptable

- Hydraulic hoses and connections, mast components, brackets intact and undamaged
- Hydraulic system and cylinders undamaged and in working order

Unacceptable

- Damage to mast profiles and/or mast cross-members
- Damage to chains, chain anchors and mast rollers
- Broken rollers e.g. due to lack of lubrication (indicator: excessive wear on the mast profiles)
- Damage to cylinder(s) and cylinder rods due to impact or abuse
- Hydraulic hoses torn off or hoses damaged due to impact or abuse



Mechanical

Tiller on pedestrian controlled industrial trucks

Acceptable

Tiller complete and all functions operational



Unacceptable

Cracks, damaged, deformation or broken parts

Foreign parts attached to tiller or tiller handle



Electrical

Electric motors and electrical system

Acceptable

- Drive and electrical systems in working order
- All connecting cables intact and undamaged
- No damage to electrical system, cables, plugs and/or electronic components

Unacceptable

- Damage to motor parts, electrical systems, fleet management devices due to impact or abuse
- Unauthorised repair, modification or tampering of the electrical system
- Damage due to water entering the electrical system

Electrical

Batteries and Chargers

Acceptable

- Batteries on both internal combustion and electric trucks must have the correct level of electrolyte, no corrosion on the cell connectors, cell tops or battery box
- Battery plugs/cables must be free from damage, with no exposed wires or splits in the insulation
- Battery plugs must be defect free and connect/disconnect correctly
- Chargers must be operational without impact damage to the outside casing.
- Charger cables must be free from damage, with no exposed wires or splits in the insulation

Unacceptable

- Low electrolyte level
- Evidence of corrosion or acid damage
- Damaged battery plugs or cables
- Battery filling kit missing
- Charger not working or Impact damage to charger casing
- Charger cables with damaged insulation
- Damage to battery monitoring systems and devices
- Over discharged batteries: Over discharged battery will reduce the battery life. This should be charged at a prorated value, and will only be demonstrable where the battery or charger is fitted with monitoring system that records the DOD at start of charge cycle



Attachments

Fork carriage, attachments and hosing

Acceptable

- Hydraulic connections are intact and without damage
- Load backrest must be in place and structurally sound, not bent, cracked or damaged
- Side shift/attachments and hydraulic connections complete, fully functional, and not bent or damaged
- Attachment rating plate and labels present and legible

Unacceptable

- Fork carriage, attachment(s), backrest and frame bent or damaged due to misuse or abuse
- Hydraulic connections, pipes and hoses damaged, worn or deformed
- Extensive corrosion



Attachments

Fork

Acceptable

- Within normal wear limits, i.e. maximum 10% wear of the fork thickness
- e.g. Original fork thickness = 40 mm, minimum acceptable thickness = 36 mm
- Fork latches present and working
- Fork stop screws present



Unacceptable

- Damage or wear caused by dragging forks: basing wear and tear on wear limits penalises the last user, not necessarily the user who caused the majority of wear. As such, this should be charged if there is any wear caused by dragging
- Forks bent
- Forks modified by the user
- Damaged fork tips





**Australian
Industrial Truck
Association**

*PO Box 241
Deakin West ACT 2600*

*Tel (02) 6290 1505
aita@commercemgt.com.au
www.aita.net.au*